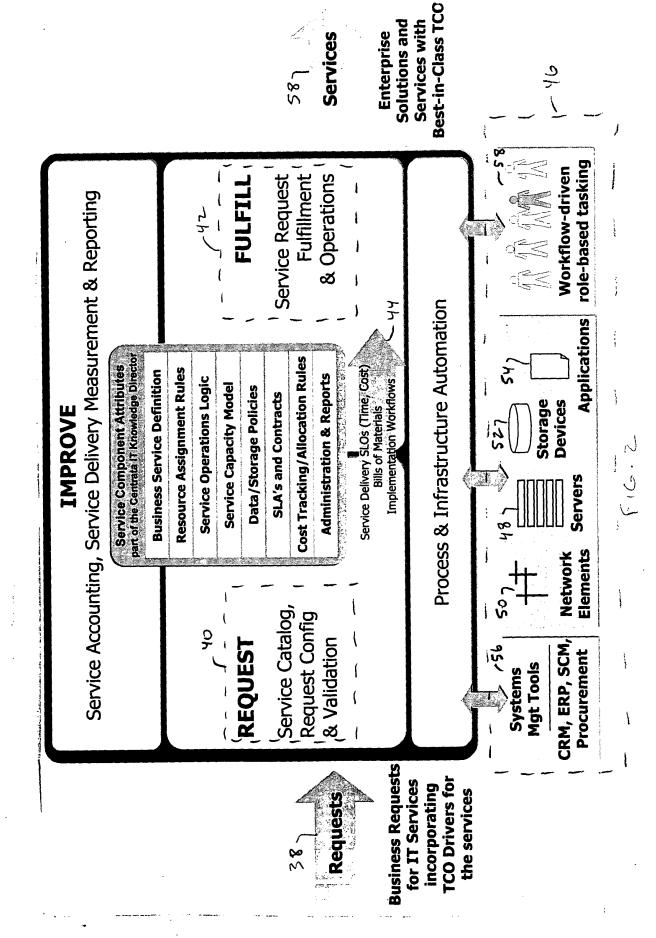
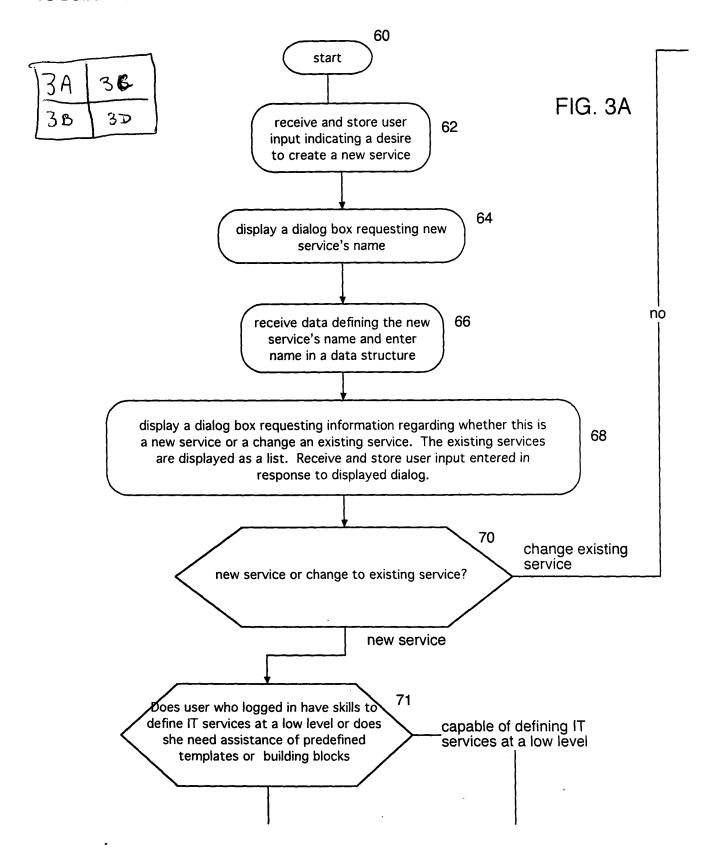
				302.10
Business Units & IT Operations	Facilities Services	IT Operations	IT Service Fulfiller	• Office setup • Office moves • Datacenter setup • Datacenter relocation • Space mgt • Physical disaster recovery
Operations 22	Telecom Services	IT Telecom Operations	يسا TT Servi	PBX Voicemail VoIP Phones Calling Cards Audio conference Video Conferencing Voice network Carrier connection
Application Dev. and IT 20)	Network & Security Services	IT Network Operations	327	WAN Routers Campus Routers Core Switches LAN Switches Firewalls DNS Servers Directory Servs. Intrusion detect VLAN/RAS Authentication ISP Access Bandwidth
Application Dev. and IT /8. Operations	Compute & Storage Services	IT Datacenter Operations	307	App servers DB servers File servers DASD storage NAS storage Backup Cluster config Internal servers App monitoring Sys monitoring Storage redundancy
Application Development 167	Application anvironment Sarvices	IT Datacenter Operations	23	Production environment for package apps Production environment for custom apps Stage environments Development environments Stress test environments
, , , , , , , , , , , , , , , , , , ,	Application Services	Application	Development & Support	Financial Apps ERP Applications CRM Applications Decision Support Custom Web Apps App configuration Output Mgt Job scheduling App support App tuning App upgrades Application training
IT Service Requestor End User 10) End User	ສາມຄູໄດງຈອອ ຮອກນຳຮອຣ	IT Operations	(Support)	"New Employee" "Move Employee" Email Account Password reset Printer setup Desktop computer Telephony Voicemail FAX Application Access VPN access Obesktop training

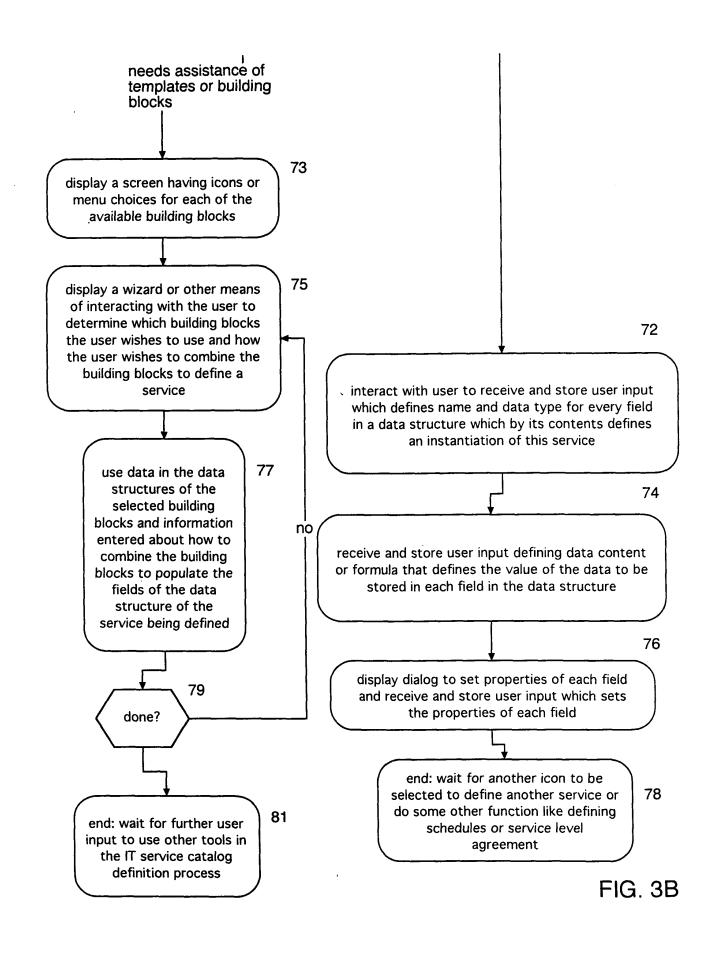
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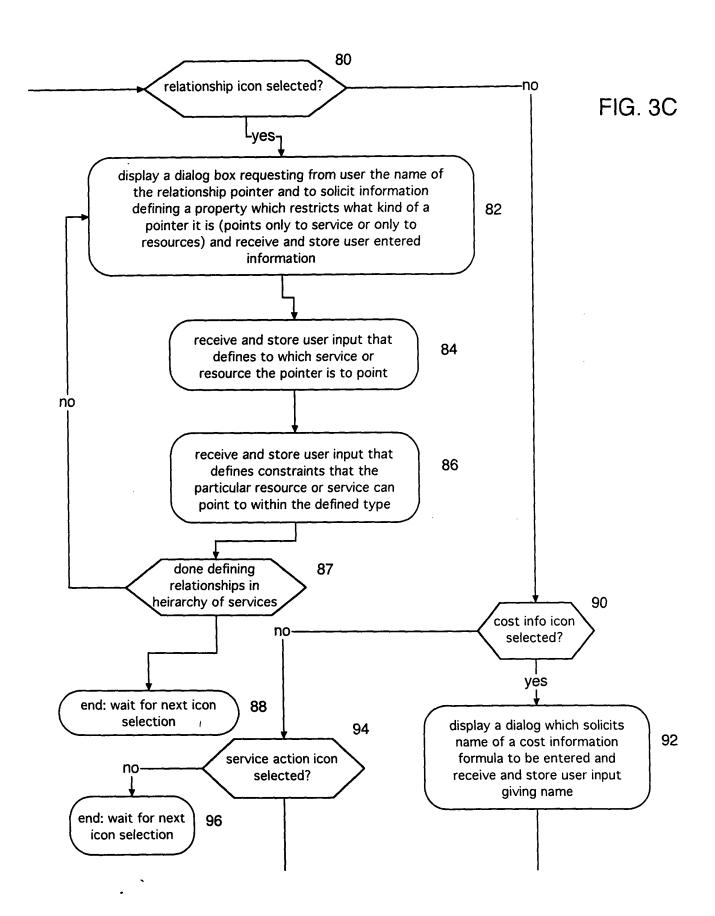


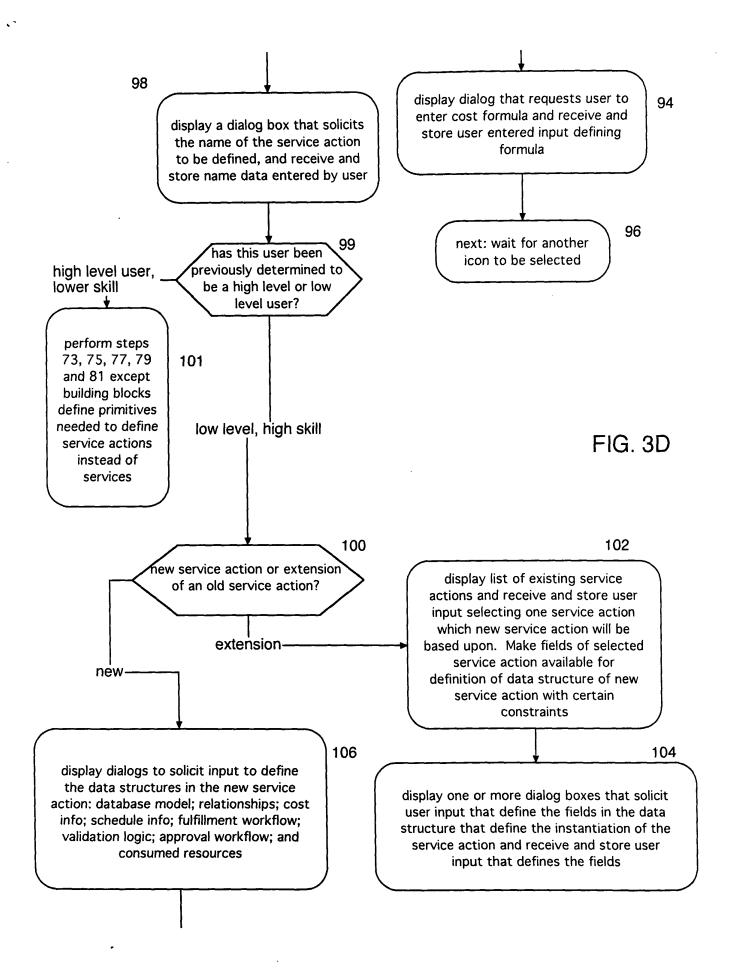
PROCESS CARRIED OUT BY A COMPUTER TO INTERACT WITH AN IT PROFESSIONAL TO BUILD A SERVICE CATALOG

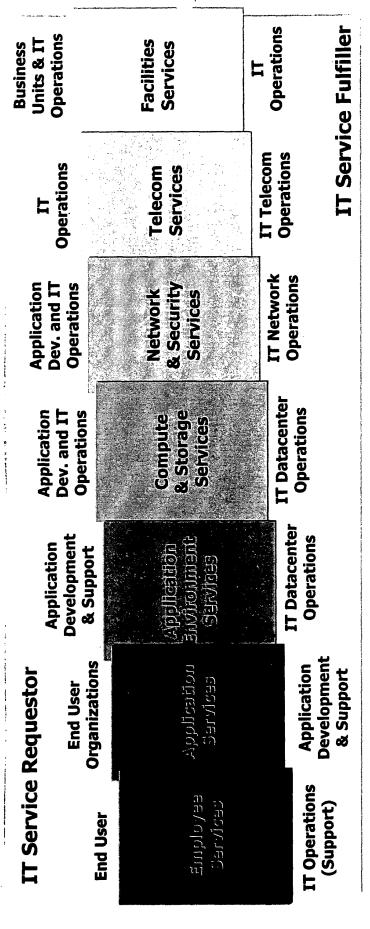


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ttributes in the Centrata IT Services Model	Service Governance Processes	Service Actions and Service Operations Logic	SLA's and Contracts	Service Pricing / Cost Tracking/Allocation Rules	Service Metrics & Reports
Service Attributes in the C	Business Service Definition	Deployment Service Definition	Resource Assignment Rules	Data/Storage Policies	Service Capacity Model

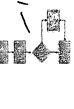
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Project/Service Fulfillment Information and business requirements Project/Service Request "New" or "Change"



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RFS's & SR's

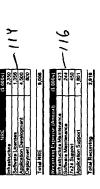
BOM's

Solution Costs (TCO)

Configuration

Ceritirata In

Solition



Development, deployment, maintenance

Service Cartalog **Delivery and Quality Metrics**

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Solution request configuration process is iterative Each output type can be fine-tuned by changing

configurations and their associated cost & risk

profiles are provided

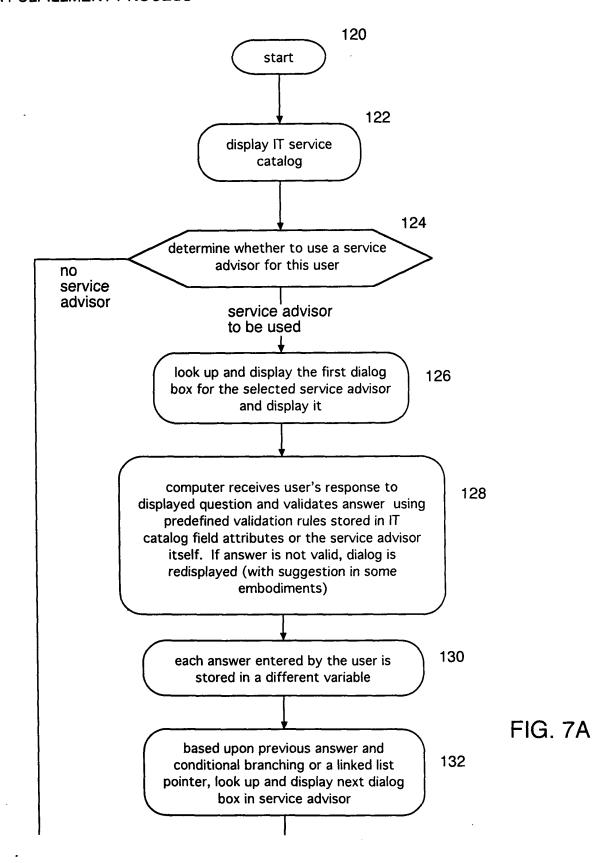
Side-by-side comparisons of alternative

request configuration parameters



Six Sigma and other project governance and delivery metrics

CONFIGURATION PROCESS TO RECEIVE AND VALIDATE USER REQUESTS FOR IT SERVICES AND CONVERT THEM TO SPECIFICATIONS FOR A FULFILLMENT PROCESS



receive user input answer to 134 displayed question and validate FIG. 7B using validation rules. Redisplay dialog box if answer is invalid repeat the process of branching to appropriate dialog box 136 based upon entered answers, displaying dialog boxes, receiving user input answers to posed questions and validation of answers and redisplaying dialog boxes if answers invalid until a leaf on the decision tree is reached and a specific service action can be recommended and storing recommendation of service action. It is possible that multiple service actions can be recommended 138 gather all encountered recommendations for service action and display 140 computer automatically fills in all fields of data structures of all recommended service actions using validated data entered by the user in response to questions posed by the service advisor dialog boxes computer solicits user to fill in any fields including 142 relationship fields of the data structure(s) of the recommended service action(s) and receives data user enters. In some embodiments, the computer automatically validates new data entered by user using validation rules stored in attributes of fields user is filling in. Valid data is stored in the appropriate field. Invalid data is rejected and the user is given another chance to enter valid data. Output of validated completely filled out service request that contains bill of materials, cost estimates and workflow/task lists for approval and fulfillment processes. end

THRESHOLD APPROVAL PROCESS TO OBTAIN MANAGEMENT APPROVAL FOLLOWED BY FULFILLMENT PROCESS TO GENERATE WORKFLOWS TO BRING INSTANCE OF REQUESTED SERVICE INTO EXISTENCE

